

NEWSLETTER



At Shoreham Village, Kim Croft received the Quality Improvement Award for her exceptional commitment to continuous improvement and innovation in care practices.

Gaye Ernst was honoured with the Safety Excellence Award for her dedication to maintaining a safe and supportive environment for everyone at Shoreham.

Each of these individuals represents the best of who we are—leading with compassion, courage, and an unwavering commitment to those we serve. Their

Shoreham Village Celebrates 2025 Safety and Quality Award Recipients

Shoreham Village is proud to recognize the outstanding achievements of this year's Safety and Quality Award recipients. These awards celebrate individuals who have gone above and beyond to enhance the safety, quality, and overall experience for residents, families, and staff.



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work reminds us that quality and safety are not just goals; they are acts of love, purpose, and deep respect for the people who call Shoreham home.

These awards reflect Shoreham Village's ongoing dedication to excellence in care and to fostering a culture where quality and safety are at the heart of everything they do.

Holiday Message from Charbel Daniel, President & CEO

As we approach the holiday season, I find myself reflecting on the year behind us, a year filled with moments that remind us of what makes Northwood so special. It is in the laughter shared between neighbours, the care offered by a gentle hand, and the friendships that grow stronger with time. These are the moments that give meaning to everything we do.

The holidays are not only a time to celebrate but also a moment to pause and recognize the heart of this community, our residents, clients, staff, volunteers, families, and friends. Each of you plays a part in creating a place where compassion lives, where kindness grows, and where we all continue to learn from one another.

As we look ahead to a new year, I am filled with gratitude and excitement for what is to come. Together, we are shaping the future of care, one built on dignity, inclusion, and innovation. A future where we continue to add life to years, not just years to life.



May this season bring peace to your heart, warmth to your home, and hope for the days ahead.

Sincerely,

Charbel Daniel, President & CEO



No Live Poinsettias

This popular Christmas plant is pretty to look at but it's also poisonous. We ask that our residents and family members please refrain from bringing live poinsettias into Shoreham Village. They are not terribly harmful to humans but they can still cause rashes on the skin and stomach issues if ingested. Artificial plants are just as nice to look at and don't come with any potential risks.

Changes to the Shoreham Team

For the past 17 years, Melissa Houghton, RD served as a member of both the Management and Interdisciplinary Care Teams, working as the Manager of Nutrition Services and Clinical Dietitian.

After a lot of thought and consideration with both the Food & Nutrition Service Department and the Residents in mind, Melissa has decided to take a step back from her management responsibilities to focus and improve her role as the Clinical Dietitian, effective October 26, 2025.

Melissa will continue to maintain a strong relationship with the Food & Nutrition Service Team through menu and recipe development, networking, and leadership with the CORD, NetMenu implementation project.

Gaye Ernst, Manager of Support Services has accepted the management respon-

sibilities for the Food & Nutrition Service operations with support from a newly added Long-Term Care Administrative Assistant position to provide clerical and data entry support for the Support Services team.

Holiday Business Office Hours:

The Business Office will be closed on the following days during the holidays:

December 25th – Closed
December 26th – Closed
January 1st – Closed

New Social Worker

Shoreham Village is very excited to introduce our new Social Worker, Bree Hunter. Bree started at Shoreham last May and has made a wonderful addition to our team.

Bree plays a large role in our admission process, facilitating care conferences, Family Council, and is a huge support for our residents and their families.

A few words from Bree:



“Hello! I am originally from Windsor, ON, and I have recently moved here to begin working at Shoreham. I completed my BSW at the University of Windsor, and my experience includes developing and facilitating programs within subsidized housing communities, as well as providing mental health/behavioural counselling and service navigation to children ages 6-18 and their families. I am excited to bring my experience and passion for helping others to Shoreham!”

Please join us in welcoming Bree to Shoreham!

Unnecessay Items

Let's start the New Year with a fresh, clean look and a Marie Kondo take on decluttering.

We ask that you please take a moment to go through your loved ones belongings and ask “Does this spark Joy?” if it doesn't please take home anything they are no longer using. This will help us keep the rooms clean and free of clutter.



Listening, Caring, and Growing Together: Shoreham's 2025 Resident & Family Experience Results

At Shoreham, listening to residents and families is one of the most important ways we continue to grow and strengthen our care. The 2025 Resident and Family Experience Survey results reflect the compassion, connection, and trust that define life at Shoreham — along with valuable feedback to help us make things even better.

What We Heard

Residents and families shared heart-felt appreciation for Shoreham's caring and dedicated staff. Many described the home as "warm," "welcoming," and "like family." Over 88% of residents said they feel physically safe, 85% feel emotionally supported, and 84% of families agreed their loved ones are treated with dignity and respect.

Trust and communication also stood out as strengths — 92% of families said they feel informed in a respectful and timely way, and 91% of residents expressed satisfaction with the care they receive.

Where We Can Grow

While the overall feedback was very positive, residents and families also pointed to a few key areas for improvement:

• **Communication & Engagement:**

Some families noted delays in receiving responses or updates. We're working to make communication more consistent and timely.

• **Food & Dining Experience:** Residents would like greater variety, freshness, and cultural inclusiveness in meals.

• **Activities & Inclusion:** Both groups suggested more personalized and stimulating programs, especially for residents with physical or cognitive challenges, and more evening or weekend options.

Taking Action

Your feedback has helped shape a Shoreham Action Plan focused on clear communication, cultural inclusion, and meaningful engagement. Highlights include:

A Holiday Message from Shoreham

Let the spirit of love gently fill our hearts and homes. In this loveliest of seasons, may you find many reasons for happiness. We wish you and your family, Season's Greetings and a joyous New Year.

May your holiday sparkle with moments of love, laughter and goodwill, and may the year ahead be full of contentment and joy. Have a happy holiday with many blessings during the season and always. Best wishes for a happy and prosperous New Year!



- **Faster Response to Concerns:** A new 72-hour response standard will ensure questions and issues are acknowledged quickly and consistently.
- **Stronger Council Connections:** Resident and Family Council updates will now appear in newsletters and through Cliniconex, making it easier to know when and how to participate.
- **Better Mealtime Experience:** Implementation of the CBORD system will help personalize menus and improve how dietary and cultural needs are met.
- **More Meaningful Activities:** Family feedback will help shape new and diverse recreation programs tailored to residents' interests and needs.

Your Voice Matters

Resident and Family Councils continue to be central to Shoreham's success. These groups create space for open conversation, shared learning, and collaboration on what matters most.

If you'd like to learn more or get involved, please contact:

Resident Council: Niki Rodenhizer –
Manager, Recreation Therapy and
Volunteers

n.rodenhizer@shorehamvillage.com

Family Council: Breanne Hunter –
Social Worker

b.hunter@shorehamvillage.com

Shoreham Staff Share Their Voice

Thank you to everyone who completed the 2025 Shoreham Workforce Survey! With a strong 53% response rate, staff shared valuable feedback about workplace culture, safety, and well-being.

Overall, results were 74% positive — up 6% since 2022. Staff expressed pride in the care they provide, with 96% agreeing residents are informed when incidents occur and 95% saying they understand what's expected in their role.

Feedback also highlighted opportunities to strengthen staffing levels, communication, and recognition. In response, Shoreham is focusing on improving psychological safety, supporting staff wellness, and enhancing leadership visibility through Safety Rounds and recognition initiatives. Together, we're continuing to build a supportive, respectful, and high-quality workplace — one that reflects Shoreham's commitment to care and compassion every day.

Holiday Celebrations

We have a December calendar full of events created for all residents to enjoy. Residents, families, staff and volunteers are all welcome to share in Holiday programs being offered.

Shoreham Strengthens Data-Driven Care with New Specialists

Shoreham is advancing its commitment to high-quality, person-centred care through a new **Data Strategy**. Building on existing strengths in data use, the strategy aims to further enhance decision-making, service quality, and organizational performance across all programs, while upholding privacy, ethical standards, and equity.

At the heart of this initiative are **Heather Chow and Jake Prosser**, Shoreham's new **Research and Data Analytics Specialists**. They will lead the development of dashboards, provide technical support, and coach staff on interpreting and applying data insights. Their work will help move the organization from its current strong foundation toward advanced data maturity, integrating predictive analytics and preparing for AI-enabled decision-making.

Training, governance, and continuous evaluation are built into the strategy to ensure staff are confident and equipped to use data in everyday decisions.

With this strategy, we're not just tracking information—we're turning insights into action. Heather and Jake will help us build on our current successes, strengthening our data maturity to deliver even better outcomes for residents, clients, and staff.

Clothing

Our seamstress is available Tuesdays and Thursdays. Gifts for residents should be labelled prior to being wrapped.

Please contact Roxanne Hume, seamstress at extension 8231 to make arrangements or complete a clothing label form provided by the wing supervisor along with the clothing.



Resident Outings

If you plan to take your relative out on pass over the holidays, please contact the RN 24 hours in advance, so the resident's medications can be prepared.

Also a reminder that when taking residents out of the building, they must be signed out on the clipboard at the main entrance and notify a staff member on your loved ones wing.

Infection Control

As Fall has arrived, we are now gearing up for the colder weather, back to school and the respiratory virus season. We are actively preparing for our fall vaccine series for our Shoreham residents. For this season, there is a new Covid Booster, the High Dose influenza vaccine, RSV vaccines for those that have not been vaccinated and the Shingrix vaccines will also continue to be provided. We also are also providing Pneumovax vaccines for those that need this.



These vaccines offer added protection for our residents who, based on age and health, are at higher risk for complications of these viruses. In addition to these vaccines, ways for our staff, families, guests and volunteers can help us keep our residents safe by considering vaccines for themselves, self-screening for illness symptoms and perhaps reschedule your visits for a different time. As always perform Hand Hygiene frequently as it is known that this is the number one way to break the chain of infections.

Remember when washing hands warm water is best and make sure you dry your hands well and moisturize. Alcohol-based hand rub is readily available here at Shoreham as well!





HOLIDAY REMINDERS

- Only artificial trees are permitted in resident rooms due to fire regulations.
- We have a scent-free policy. Please purchase unscented products when purchasing gifts for loved ones.
- In accordance with fire regulations, we are asking that resident room doors not be decorated for the holidays.

Allergies & Modified Diets

This is a reminder that we have staff with severe shellfish allergies. If you would like to bring in shellfish for your loved one please speak with our dietician, Melissa Houghton. Shellfish must be stored and/or eaten in the OT room and we would ask that you stay with your loved one while they are enjoying their treat.

If you are storing food items in the OT room or in the fridge on the wing where you loved one lives, please ensure the food is stored in a tightly sealed container with a label indicating the resident's name, the food item and the date the food item was prepared. If you are bringing in treats, management requests you share them only with your loved one, as there are many residents who have specialized, modified diets and/or food allergies.

Santa For South Shore Seniors Back Again!

This will be our 4th year participating in the Santa for South Shore program, and each year seems to have more and more folks giving.

This program has been a blessing to so many seniors in the South Shore region, not only for Long Term Care homes, but for other individuals and local charities that may require a little support throughout the holidays.

We sincerely thank everyone who helped support this program, from beginning to end.

Emergency Exercise

As per licensing we are required to do a large-scale exercise every three years. Since our partnership with Northwood, we have participated in these exercises. However, this year Shoreham hosted the exercise. The exercise was conducted on October 7, 2025 and included Code Red (fire), Code Green (relocation), Code Blue (medical), and Code Amber (missing resident).

The staff and residents did a great job during the exercise and were calm and professional. We also had external partners EHS, RCMP, fire department, and REMO representatives who participated in the exercise. Staff members from Northwood also were observers, safety officers

Thank you for your support

Throughout this past year, the Recreation team has been hard at work fundraising for resident programming and preparing for the holiday season.

We have held monthly BBQ's, bake sale and "new to you" table, Grand in the Hand and basket raffles. We could not have done this without the support of our families, staff, volunteers and local community businesses with their generous donations and support.

To date, we have raised just over \$6,000 to continue providing amazing programming and opportunities for our seniors.

Thank you!

and resident actor for our code blue. We would like to thank everyone for the participation in this exercise.

We would also like to thank our four residents who were relocated to Ivany in Bedford and had lunch there as part of the exercise.

These exercises offer an opportunity for everyone to practice and become more comfortable in their roles and to ensure our emergency plans work that we have in place.

In preparation for the exercise, we also had the members of the Chester Fire Department conduct a tour of the facility on September 29th. The tour provided a learning opportunity for both the fire fighters and Shoreham.

Did you know that Shoreham has a Family Council?

The purpose of our Family Council is to:

- To work to improve quality of life of all residents.
- To act as advisors to Administration regarding changes in programs, services and communication.
- To act as advocates to assure quality of care of all residents.
- To provide support for families of residents.
- To provide a forum for discussion and decision-making regarding concerns and complaints and take action as necessary, maintaining confidentiality at all times.

Would you like to participate in our Family Council meetings?

Participation is open to all family members, friends and residents' representatives who wish to participate in the decision-making process on matters affecting the daily lives of residents. The Family Council will liaise with the Administration of Shoreham Village assigned to support Family Council. These individuals will in turn delegate and communicate to other staff resources as required.

Eligibility for participation in Family Council requires that a person be actively involved in a supportive role of a resident currently residing at Shoreham Village.

The council meets quarterly. For more information please email:

info@shorehamvillage.com.

Compliments? Concerns? Suggestions?

We want to hear from you!

Contact us at:

info@shorehamvillage.com or 902-275-5631 ext. 8221.

Or drop a note in our comment box located at the main entrance.

New Build

Project team meets every two weeks to discuss progress on the project. Project is on schedule with a completion date of December 2026.

Core - roof trusses over lobby erected and clad with plywood, roof parapet rough carpentry progressing, concrete block firewall at B Wing erected.



A Wing – all steel has been erected and west wing stairs – structural steel in place.
B Wing – slab on grade poured and ready for structural steel, which is scheduled to be delivered next week.

Water treatment foundation completed and waterproofed. It is very exciting to see progress!



MOBILE DENTAL CARE

If you would like to arrange for a Dental Hygienist to visit your loved one onsite at Shoreham, you can find a list of mobile hygienists by visiting the College of Dental Hygienists of Nova Scotia website www.cdhns.ca or by phone at **(902) 444-7241**.

Staff Appreciation BBQ

In July, Shoreham put on a staff appreciation BBQ, bringing the team together for an afternoon of good food and connection. The event was a wonderful way to recognize employees for their hard work and dedication, creating a warm and celebratory atmosphere for everyone who attended.



Provincial Wound Care Conference

On November 20th and 21st, Shoreham had an incredible showing at the Provincial Wound Care Conference, with two full days of hands-on learning, innovative exhibits, and inspiring conversations focused on advancing wound care across Nova Scotia. Our teams truly shined at the Golden Gauze Awards, with Christopher Morse, OT (Northwood, Halifax) receiving the MVP Award, the Northwood team poster winning Best Scripted Protocol, and Shoreham Village being recognized as Best Supporting Team. We couldn't be prouder of the talent, leadership, and dedication demonstrated across our organization. Thank you to our staff for their ongoing commitment to advancing wound care.





Long Service Awards 2025

RESIDENT CARE

5 YEARS

BRIDGET ARCHIBALD

ALLISON BENHAM-DEMONT

JACQUELINE GARDINER

LORNA MACLEAN

KATELYN WOLFE

NELLI ZATSERKOVNA

10 YEARS

ROSEMARY BAKER

MICHAEL BLOMMAERT

KAYLAH MCLAIN

TARA DEMONT

15 YEARS

SHANNON CORKUM

20 YEARS

RUTH DANIELS

ANGELA LAMBERT

25 YEARS

RENEE SMITH

DONNA ROBAR

35 YEARS

MARLENE HAMM

DEBORAH HARLOW

40 YEARS

BARBARA CORKUM

SHERRY HALEY

ENVIRONMENTAL SERVICES

5 YEARS

BELINDA HIRTLE

35 YEARS

SHARI RICHARD

GAYE ERNST

RETIREES

MELISSA PORTER

ANNETTE LEVY

KAREN DOUCET

JOANNE LANIGAN

MARGO EISNER

SUZANNE EWING

COLLEEN MEISNER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	8:30 Folding (OT) 1 10:30 Social Visits (1:1) 10:30 Devotions (ML) 2:30 Musical Friends (ML)	9:00 Hand Wax (OT) 2 10:00 Learn to Line Dance (OT) 10:30 Wacky Wordies (ML) 11:30 Exercises with Jenna (ML) Memory Café 2:30 Brass Band (ML) 6:30 Music with Guitbas (ML)	8:30 Folding (OT) 3 10:30 Travelling OMI Fun 10:30 Ukulele Lessons (OT) 11:15 Line Dancing Performance (ML) 2:00 BINGO (ML)	10:30 Church (ML) 4 11:30 Exercises with Jenna (ML) 2:00 Music with Midlife Crisis (ML) 6:00 Paint Nite (ML)	Crazy Fun Holiday 5 Hat or Hair Day 8:30 Folding (OT) 10:00 Music Therapy (group) 10:30 Sam's Program (ML) 10:30 Pop Up Library (ML) 2:00 Ukulele Group (ML)	10:30 Winter crafting (OT) 6 1:45 Nail Care (OT) 3:15 Knitting Circle
Clergy 7 Rev M. Pretty- 4 th 11 th - All welcome to join for Christmas Service Rev S Ago- 18 th	Holiday Staff Scavenger Hunt 8 10:30 Yoga & Meditation (OT) 11:30 Musical Interlude with Eileen (ML) 2:00 Birthday Party & Music with Ron & Friends (ML)	9:00 Hand Wax (OT) 9 10:00 Learn to Line Dance (OT) 10:30 Montessori (1:1) 11:30 Exercises with Jenna (ML) 1:00 Baking Class (with OT) 2:00 Shore Jammers Ukulele (ML) 6:15 Music with Country at the Cross (ML)	8:30 Folding (OT) 10 10:30 Travelling Cart 10:30 Ukulele Lessons (OT) 11:15 Strength Class (OT) 2:00 BINGO (ML)	BAKE SALE 11 & New to You 10:00-12:00 2:00 Clergy Christmas Service (ML) All are welcome to join	8:30 Folding (OT) 12 10:00 Music Therapy (1:1) 10:30- CDS Children visit 2:00 Music with David Rhind (ML)	 13
10:30 Christmas Music Sing Along (ML) 14 1:45 Christmas Crafting (OT) 3:15 Knitting Circle	8:30 Folding (OT) 15 10:30 Devotions (ML) 2:00 Travelogue – Christmas in Mexico (ML)	9:00 Hand Wax (OT) 16 10:00 Learn to Line Dance (OT) 10:30 Resident Council (OT) 11:30 Exercises with Jenna (ML) 2:00 Christmas with the Elderly Brothers (ML)	8:30 Folding (OT) 17 10:30 Travelling OMI Fun 10:30 Ukulele Lessons (OT) 11:15 Strength Class (OT) 2:00 BINGO (ML) 6:30 Music with HHG (ML)	10:30 Church (ML) 18 11:30 Exercises with Jenna (ML) 2:00 Jingle & Mingle (ML) Residents, staff, family and friends Everyone's welcome to join 6:30 Music with SheNova (ML)	Holiday Jammie Day 19 8:30 Folding (OT) 10:00 Music Therapy (group) 10:30 Spiritual hour (ML) 2:00 Unwrap the Christmas present (ML)	10:30 Holiday Word Puzzles & Hot Chocolate (ML) 20 1:45 Nail Care (OT) 3:15 Knitting Circle
21 (ML)= Main Lounge (OT) = OT room (OS)= Outside Programs are subject to change Outings are weather permitting We welcome and encourage residents, family, friends and staff to join us during our programming☺	22 11:00 Vintage Voices- Christmas Sing Along (ML) 2:00 Wine & Cheese Social (ML) 5:30 Christmas Lite Outing	23 9:00 Hand Wax (OT) 10:30 Christmas Nail Spa (ML) 2:00 Bingo	Ugly Holiday Sweater Day & Photo Booth Fun 24 8:30 Folding 10:30 Visit from Santa & Mrs. Claus 1:30 Christmas Caroling 1:30 Hot Chocolate Bar & Treats (ML)	25 	26 	27 10:30 Baking with Colleen (OT) 1:45 Lexicon Social (ML) 3:15 Knitting Circle
28 Happy Birthday to..... Carol B- 16 th Doreen H- 18 th Elizabeth F- 18 th Jean C- 23 rd	29 10:30 Bocchia Ball (ML) 2:00 Holiday 'Matinee' & Popcorn (ML)	30 10:30 Bowling (ML) 2:00 Bingo (ML)	31 9:00 Holiday Brunch (OT) 11:00 Sing Along (ML) 1:30 New Years Eve with Jamie Junger (ML)			